

INTRODUCTION

This handbook summarizes the major employee benefits, services, and employment policies of the City. You are responsible for becoming familiar with its contents so that you will have a basic understanding of the City of Fresno's programs and policies.

Many departments have additional policies and procedures which are necessary for their internal operations. It is also your responsibility to become familiar with those for your department.

There are some areas where policies or procedures differ between employee groups. Where that is the case, you are directed in the handbook where to check for more information. Additionally, sometimes a program or benefit applies to only one employee group and is, therefore, not discussed.

This handbook is based on Federal and State law, the City Charter, Municipal Code, City Council resolutions, Administrative Orders, or agreements with employee unions. It summarizes those source documents but it does not amend or replace them. Consequently, the City reserves the right to amend, supplement or rescind any provisions of this handbook.

Every effort has been made to make this handbook as complete and up-to-date as possible as of the date of this publication. You can access the latest version of this handbook in the staff area of the City's website at **www.ci.fresno.ca.us**.

Please feel free to offer suggestions for improving this handbook to the Human Resources Division.

EQUAL OPPORTUNITY EMPLOYER

The City of Fresno is an Equal Opportunity Employer with a long-standing commitment to Affirmative Action in the recruitment of those groups who are underrepresented in the work force. These groups are reached by advertising in publications with large circulation among the target communities as well as in mainstream publications. The City attempts to enlist the efforts of the minority business community and other public agencies to assist in these endeavors.

DISCRIMINATION AND SEXUAL HARASSMENT

It is the policy of the City of Fresno to prohibit and eliminate discrimination on the grounds of race, gender, color, national origin, religion, age, or disability and to provide equal employment opportunities for all. This policy is a commitment to treat fairly and equitably all persons employed by the City of Fresno and to provide fair and equal opportunities in the hiring process as well as fair and equal employment practices on the job. This policy is contained in **Administrative Order 2-16**. Administrative Orders may also be found on the City's website.

In employment as well as in the provision of services to the public, the City of Fresno has made a commitment to providing access and accommodation for the disabled wherever it is necessary and feasible to do so. Employees who require reasonable accommodation in order to perform the essential functions of their jobs or any applicant who requires special access, assistance or accommodation to participate in the employment process should contact Human Resources with their request.

The City of Fresno is committed to providing a work environment that is free of discrimination. In keeping with this commitment, the City of Fresno maintains a strict policy prohibiting unlawful harassment, including sexual and racial harassment of a verbal, visual or physical nature. This policy is contained in **Administrative Order 2-18**.

Sexual harassment is defined as: unwelcome sexual advances; requests for sexual acts or favors; or other verbal or physical conduct of a harassing nature when:

Submission to such conduct is made an explicit or implicit term or condition of employment; or,

Such conduct has the effect of unreasonably interfering with an individual's work performance or creating an intimidating environment.

Sexual harassment by any City employee will not be tolerated. Any employee found guilty of committing such conduct will be subject to disciplinary action, up to and including termination.

To implement this policy, all employees are instructed to report any act of harassment to their immediate supervisor, department director, or the director of the Human Resources Division.

FRESNO'S HISTORICAL BACKGROUND

In the years that followed the gold rush of 1849, California saw another kind of immigration: families from the eastern United States and even from around the world were being lured to "The Great Central Valley" with the promise of rich farmlands. Today there are still remnants of some of these national groups scattered throughout the valley. The Spanish were the first of course, and many of the names on today's maps reflect that heritage. To this day, Fresno continues to draw immigrants from around the world, and remains proud of its varied ethnic and cultural heritage.

By 1872, the movement into the valley was so great that the Central Pacific Railroad had begun to build a line through the valley. In April of that year, they designated a new stop on that line very close to present downtown Fresno. Because of the presence of some nearby bushes that looked like Ash trees, the stop was named Fresno Flats since Fresno means Ash Tree in Spanish. There was already some semblance of local government. Fresno County had been formed with Millerton as its county seat. By 1874, Fresno had grown to such a size that the decision was made to move the county seat here.

Fresno was a rough and ready frontier town. It provided a railhead for shipment of agricultural products and a place where farmers and ranchers could come to stock up on supplies. It was also a place where you could easily find a drink or a card game. Until 1876, Fresno had a number of saloons and other places of entertainment but not a single church. Naturally, the local businessmen weren't interested in setting up any kind of government since that would have meant taxes, licenses, and regulation of their establishments.

By 1885, Fresno had grown to a town of about 3,000 residents but still had no municipal government. There was no fire protection and a flood in 1884 had been a major disaster. Finally, on September 29, 1885, an election was held and the City was incorporated by a vote of 277 to 185. Fresno was incorporated as a "fifth class" city, which meant that it had minimal government and services. The official date of incorporation was October 12, 1885.

One of the arguments against becoming an incorporated City was the fear that the new City government would start collecting taxes, and sure enough, the first order of business was to levy a property tax of \$1 on every \$100 of assessed valuation. This amount proved to be inadequate to provide the necessary police and fire services and later had to be raised. The first City government consisted of five trustees, one of which was elected as chairman and, in effect, served as the Mayor. Fresno's first such Mayor was William Faymonville.

In 1887, the City's voters unanimously approved a bond issue of \$50,000 for "Schools, Fire Protection and Overflow (flood) Protection." With a portion of these funds, the trustees had a municipal building constructed (near what is now the intersection of Merced and Fulton) which served as both a City Hall and engine house for the Fire Department.

The power struggle between different factions finally led to the adoption of a ward system which divided the City into five wards or districts. Since most of the political power was concentrated in the Fifth Ward of West Fresno, the trustee from that ward naturally exerted a great deal of control over City government. A reform movement led to a change of government in 1899 when Fresno adopted its first charter. The City now had eight Trustees and a Mayor all elected at large. This charter gave the Mayor a great deal of authority.

In California there are two types of cities: charter cities and general law cities. A charter city has much more control over its own affairs than a general law city, even to the point of being exempt from some laws which apply to other cities.

Fresno has continued as a charter city since 1899 although it has changed its system of government twice since then. In 1921, a commission form of government replaced the Board of Trustees. In 1957, a new charter was adopted which made major changes in City government. A six-member council and mayor who would govern through a Chief Administrator or City Manager succeeded the Commission.

In 1997, City began operating under a "Mayor-Council" form of government that was adopted by voters several years earlier in which the City Manager is appointed by the Mayor rather than the Council. This change also resulted in increasing the number of council members to keep pace with our growing population and better represent our diverse ethnic and cultural groups.

Since its beginnings, Fresno has grown to a City with a population of more than 400,000 people serving as the metropolitan center of a county with a population of nearly one million people. It is a center for many cultural activities and serves as a convention headquarters for many business and fraternal groups every year.

DEPARTMENTAL ORGANIZATION AND FUNCTIONS

The City of Fresno is organized into departments that provide services to the public and to other City departments. Some departments are subdivided into divisions. Each division has the responsibility for providing a specific service or a group of related services. The departments and their divisions are briefly described below.

Mayor/City Manager

The City Council works closely with the Mayor who hires and directs the City Manager, or Chief Administrative Officer (CAO). The CAO provides administrative, operational and maintenance support to the Mayor and the City Council. Several programs are supported through the City Manager's office including the Human Relations Commission and the Ombudsman.

The Human Relations Commission is dedicated to eliminating prejudice and discrimination in Fresno and promoting equal rights for all residents of the City in the fields of employment, education, housing, and social justice.

The Ombudsman receives complaints from citizens, reviews and analyzes current procedures and practices, as well as examining personnel problems and civil rights issues which affect the citizens of Fresno. The Ombudsman works with community groups to develop understanding and resolve problems.

City Clerk's Office

The City Clerk's Office is responsible for recording and maintaining a complete and accurate record of all City Council proceedings. The Office provides analytical, technical, and procedural support to the City Council. The City Clerk is also responsible for the City's records management program, as well as coordinating designated special projects. The department has two programs - "Operations" and "Records Management."

City Attorney's Office

The City Attorney's Office provides legal advice to the City Council, City boards and commissions and City departments. The Office is also responsible for representing the City in all lawsuits. The City Attorney's Office is a consolidated office and does not have separate divisions; however, it does have several operating units which are Code Unit, Transactions Unit, and Litigation Unit.

Convention Center

The Fresno Convention Center is a regional multi-purpose convention and entertainment facility that is owned and operated by the City of Fresno. The facility consists of four buildings. Selland Arena seats over 10,000 for concerts and athletic events while the Exhibit Hall boasts 32,000 square feet of exhibit space including 10 meeting rooms. The William Saroyan Theater seats over 2,300 and serves as a center for the cultural arts, performing arts, and concerts. A large Conference Center was recently opened across the street from the complex with additional exhibit space and banquet facilities. These facilities are hosts to over 500 events every year with a total attendance of more than 1 million people.

Development Department

The Development Department is comprised of five operating divisions and four building and safety services sections. Building, Electrical, Plumbing and Mechanical, and Engineering Sections are responsible for enforcing compliance with building codes and other pertinent laws, reviewing plans and construction documents, approving and inspecting new construction. The five operating divisions are Development Services, Engineering Services,

Planning, Annexation and Research. These divisions provide a variety of technical services to the development industry and the general public for the purpose of guiding and facilitating the orderly growth of the community. Services also include research and analysis necessary for updating and maintaining the City's official planning documents.

Finance Department

Cash Management Division which manages the City treasury, debt service and investments.

Financial Accounting Division monitors City financial records, maintains general accounting and payroll functions.

The Budget and Management Studies Division prepares and administers the City's annual operating budget. This division also reviews expenditures throughout the year to ensure that operating divisions remain within their budgets and makes changes in budgets, when necessary, to meet operating needs.

Revenue Division maintains licensing activities along with centralized billing, collection and cashier functions.

Utilities Billing and Collection provides customer service to the entire service area by taking orders to begin or end service, reading meters, turning services on or off, and processing billing and payments for over 100,000 accounts.

Fire Department

The Fresno City Fire Department's primary responsibilities are to provide fire suppression and emergency medical services to the residents of the City and surrounding areas. These, and other services, are provided through four divisions. Administration is responsible for budget, payroll, personnel, and supplies. Training and Support is responsible for training personnel, emergency planning and preparedness, and maintaining and repairing all fire apparatus. Fire Suppression is responsible for putting out fires, performing rescues, providing emergency medical care, and abatement of hazardous materials incidents. Fire Prevention and Investigation, is responsible for prevention of fires, code enforcement, and investigation of fire causes.

General Services Department

This department is responsible for all support services for City operations. It is made up of the following divisions:

Communications Services Division is responsible for the purchase, installation and repair of telephones, communications systems, radios and microwave systems. Communications maintains emergency generators to ensure communications for Fire, Police services and Data. They also maintain data cabling and transmission infrastructure throughout the City.

Facilities Management Division provides custodial, electrical, mechanical, and structural maintenance as well as making minor modifications and improvements to City facilities.

Fleet Management Division maintains City automobiles, trucks and construction equipment (except fire apparatus and City buses).

Purchasing Division procures, stores, and distributes supplies and equipment for other City departments. They also administer contract compliance and manage the City's surplus and unclaimed property.

Central Printing Division provides printing and mail processing services as well as maintenance of high-speed copiers throughout the City.

Department of Housing, Economic, and Community Development

The activities of this department are directed at improvement in neighborhoods throughout the community. They are responsible for housing rehabilitation, neighborhood revitalization, housing development, housing code enforcement, neighborhood cleanup, graffiti abatement, public nuisance abatement and other community development projects.

Department of Information Services

Information Services purchases and maintains equipment and software for the City's computer systems it consists of the Systems Division and the Computer Services Division.

The Computer Services Division supports the Citywide data network including workstation hardware and software, printers, technology purchasing, technical training, computer operations and the help desk call center.

The Systems Applications Division provides analysis, programming, systems integration and interfaces, database administration, PeopleSoft administration, and Information Technology project management services for all departments

Parks, Recreation & Community Services Department

The Parks, Recreation and Community Services Department is comprised of four divisions: Administration, Parks, Recreation and Community Services, and Zoo. Through these divisions the department manages, maintains and operates 2 regional parks, 3 community centers, 5 neighborhood centers, 26 neighborhood parks, 5 mini-parks, Chaffee Zoological Gardens, Fresno Veteran's Memorial Auditorium, the Fulton Mall and a public camp located about 60 miles east of Fresno in the Sierra Nevada Mountains.

Personnel Services Division

Operations Division is responsible for administering the City's Civil Service system. These services include recruitment, testing, affirmative action, employee records maintenance, classification and salary plan maintenance these services are provided to other departments, all City employees, and the public.

Labor Relations

The Labor Relations Division's role is to assist City departments in maintaining optimal employer-employee relations

Organization Development and Training

The mission of Organization Development and Training is to provide training and resources, build organizational effectiveness, improve performance, and enhance the quality of work life

Risk Management and Services administers the City's liability and property self-insurance program, procures excess insurance coverage, processes and investigates claims against the City, and directs legal action to recover damages in cases where City property has been damaged. They also manage the Workers' Compensation program and employee safety programs.

Police Department

The Fresno Police Department provides comprehensive law enforcement services to the community including, but not limited to, maintaining law and order, crime prevention, and criminal investigations. The department deters crime through its patrol activities, specialized investigation and enforcement operations, and its community education efforts. The department also solves crimes by identifying and apprehending criminal suspects and bringing them to the courts to face trial.

Public Utilities Department

The Public Utilities Department provides a variety of municipal services through its divisions:

Sewer Maintenance crews keep sewer lines clear, make repairs to broken lines, and assist in making connections for new construction.

The Solid Waste Division collects waste, and seeks innovative ways to reduce the amount of waste going into local landfills.

The Wastewater Management Division operates and maintains a treatment facility which serves the greater Fresno/Clovis metropolitan area. Also located at the treatment plant are the Environmental Services section and the Laboratory Services section who monitor effluent coming into the plant and treated water discharge for compliance with environmental regulations.

The Water Division provides water and the distribution system, which delivers it to over 100,000 residential and business customers.

Public Works Department

The Public Works Department provides engineering, inspection and surveying services for public facilities and capital projects; they do the planning and engineering of traffic control systems, parking facilities, and parking control. They also perform planning and engineering of streets, street maintenance and repair as well as operating and maintaining traffic signals and streetlights within the metropolitan area.

The department is comprised of five divisions: Administration, Engineering Services, Construction Management, Traffic Engineering and Parking, and Street Maintenance.

Transportation Department

Airports Division is responsible for the administration, development, operation and maintenance of the two City-owned airports: Fresno Yosemite International Airport and Chandler Downtown Airport.

Fresno Area Express is responsible for providing public bus transportation services throughout the Fresno metropolitan area. Three divisions operate and maintain the buses and provide administrative support for this task.